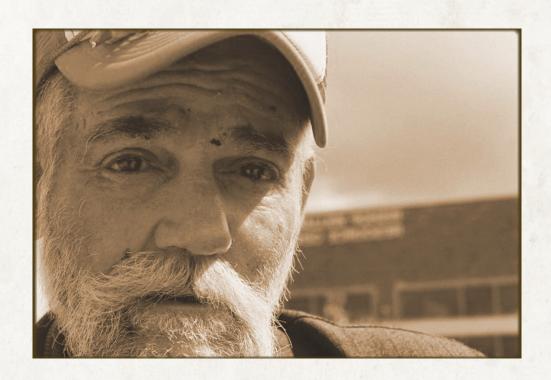
# THE ROAD HOME ANNUAL REPORT 2010

# THE MISSION OF THE ROAD HOME IS TO HELP PEOPLE STEP OUT OF HOMELESSNESS AND BACK INTO THE COMMUNITY.



The Road Home is a private non-profit social service agency that assists individuals and families experiencing homelessness in Salt Lake County and along the Wasatch Front. The Road Home provides emergency shelter and personalized case management to help resident's identify and overcome the obstacles that have led them to becoming homeless. In addition to operating the largest shelter in Utah, we also address a spectrum of needs that people experiencing homelessness encounter from supplying a bus token to providing comprehensive housing programs that help people move into permanent housing as quickly as possible.

DEAR FRIENDS OF THE ROAD HOME,

It has been an extraordinary year at The Road Home. We are transforming our system and fundamentally changing our approach to homelessness through innovative programs, like permanent supportive housing and rapid rehousing.

- Over the course of a year, 330 people who had been in and out of shelter for years and would have appeared beyond hope to many, moved into permanent housing at Palmer Court.
- As of this printing, 530 families, who turned to us when there was nowhere else to go, quickly returned to housing in the community with the help of our Rapid Rehousing Program.

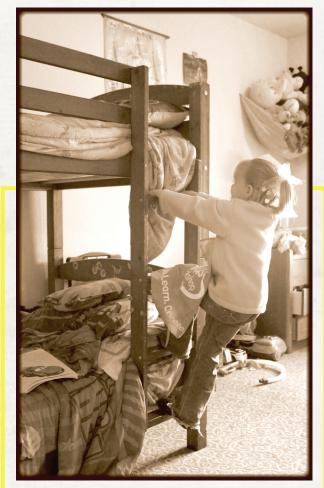
And that is just a small slice of what has been happening. As a result of these innovative methodologies, beds are opening up at the shelter and we are serving more people more effectively than ever before.

- For ten years, we have been bussing up to 200 men per night down to Midvale during the winter months.
- This year, we have not had to bus a single man to the overflow shelter even though we are serving more people.
- Last year, we housed three times more families than we sheltered 10 years ago.

Because of you, we are constantly innovating and adapting our strategies to serve people in the most effective and dignified manner possible. And our work must continue.

In 2010, we saw a 58 percent increase in the number families seeking shelter compared to two years ago. We will not turn anyone away. We will continue helping every person that comes to us in need; we will strengthen our commitment to expanding proven solutions, like permanent supportive housing; and we will continue forging new, innovative methods to address each challenge that presents itself. As you read this report and reflect on the many accomplishments of last year, think about how you have been a part of this success. Thank you for all that you have done. I ask you also to look forward to the new opportunities before us. Together, our thoughtful investments today can have a positive impact on people in our community for years to come.

Matt Minkevitch Executive Director - The Road Home



As a result of innovative strategies in housing and shelter service delivery, we provided shelter to an additional 2,183 individuals this year, compared to 5 years ago.

WE DID SO WITHOUT HAVING TO CREATE A BIGGER SHELTER.

### EMERGENCY SHELTER



This year 875 children in Salt Lake City called the emergency shelter home.

In FY 10, The Road Home provided shelter to a total of:

- •532 Families (including 875 children)
- •3,406 Single men
- •702 Single women

beds for 509 men, 85 beds for women, and 31 rooms for families. We offer a variety of programs and services to best meet the specific needs of each family and individual that comes to us for help.

•In collaboration with Volunteers of America and the 4th Street Clinic, The Road Home sets aside a number of beds in the emergency shelter for those who require specific medical attention or are in need of substance abuse support.

The Road Home's Emergency Shelter provides From November to April, The Road Home operates the Community Winter Shelter, which acts as the community safety net to ensure that those most vulnerable in our community have a warm, safe place to sleep.

> •In FY10, 83 (46%) more families turned to us for shelter in our Community Winter Shelter program than last year.

Most people (61%) come to the shelter for a short period of time (6 weeks or less) and with minimal assistance, are able to move back out into the community. For those that need a little more help, supportive services provide that additional assistance

During the Winter Shelter months The Road Home expands from serving an average of 650 individuals per day, to serving 930 per day.

The Community Winter Shelter opened in mid October due to inclement weather. We provided life saving shelter to:

•264 FAMILIES

•482 SINGLE WOMEN

•2,566 SINGLE MEN





Children staying in The Road Home family shelter programs are enrolled in programs that offer enrichment activities, exercise, as well as helping the children with their homework. A variety of activities after school programs to visiting artists teaching fun new skills, provide an invaluable calm in the storm for children experiencing the change and loss associated with homelessness.

# SUPPORTIVE SERVICES

Our supportive services team members work side by side with people to help them connect with resources in the community that assist with income, employment, benefits, treatment for substance abuse and mental health, food and clothing assistance, and more.

Supportive service team members also work closely with local school districts, health care providers, child care programs and other child support organizations. The overriding goal of the supportive services team is to provide the support and guidance needed to find and maintain housing during this difficult transition period.

The Road Home provides a variety of supportive services including helping with travel assistance, Utah ID, local transportation, work boots and shoes, clothing, birth certificates and short-term case management services.

These services are available to anyone who needs help, whether they are enrolled in one of our programs or not.

Some are seen only once for emergency travel assistance, while others return for continuing support services while working towards self-sufficiency.

IN FY10, OUR EMERGENCY SERVICES

OFFICE PROVIDED

9,479 SEPARATE SERVICES TO

3,899 UNIQUE INDIVIDUALS.

### HOUSING

Our program is the largest supportive housing program in Utah for individuals and families emerging from homelessness. We currently provide supportive services to over 750 households each year. Our housing opportunities include a variety of subsidies and levels of services that allow us to align the appropriate level of supportive services with the needs of the individuals and families.



As individuals and families that have experienced chronic homelessness move out of the shelter system and into stable housing, capacity is created within the shelter system for many more individuals and families who only need the shelter for a short period of time.

In FY10, 777 households were able to experience the joy of having their own home:

- •297 families through Rapid Rehousing
- •238 households at Palmer Court
- •242 households in a variety of housing options throughout the valley.

### PROGRAMS THAT MAKE A DIFFERENCE

### RAPID REHOUSING

Road Home was able to housing readiness assistance, short term rental subsidy and limited

Through incredible collaborative case management to families. efforts, including federal, state, Rapid Rehousing has been a much local government funders, needed addition to our available housing options. This program our Rapid Rehousing allows families the jump start program in October 2009. The necessary to transition back into Rapid Rehousing program provides the community after experiencing a hardship or situational crisis.

### PALMER COURT

and families. The rich array of years cycling through the homeless Lake Community Action Program. system. Supportive service team

Palmer Court, which opened in spring members help connect tenants with of 2009 contains 201 rental units resources in the community relating for chronically homeless individuals to income, employment, federal benefits, referrals to treatment for supportive services available at substance abuse and mental health, Palmer Court help to provide a food and clothing assistance. An stable, safe, permanent home for on-site Head Start Program for people who had previously spent children is operated by the Salt



From October, 2009 – June 2010, 297 families were rapidly re-housed. Of those, 30% (89 families) were able to stably maintain housing on their own after only 3 months of assistance.

Special thanks to the Lowell Bennion Community Service Center at the University of Utah. They have provided tremendous ongoing volunteers to support our Kid's Book Club, Playroom, and Teen Night Out Activities

### **VOLUNTEERS**

Our volunteer program has consistently grown over the past 3 years and continues to provides Volunteer activities focus on providing provided a one-time service.

donations, children's activities, dinners, and front desk assistance. Approximately 19% of engagement opportunities for those in our our volunteers are ongoing, weekly volunteers community to help serve their neighbors, and 81% are part of groups that have

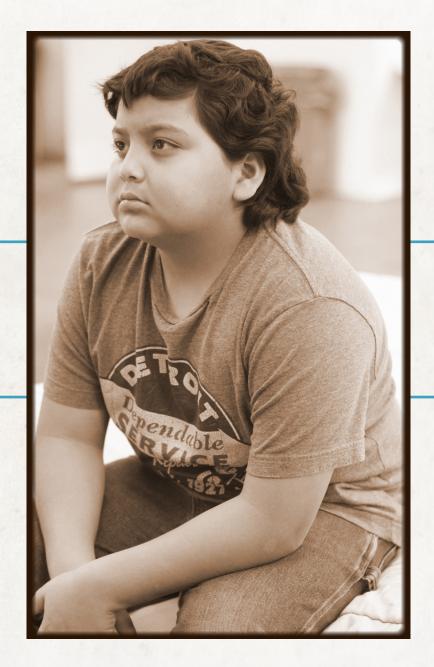
IN FY10 8460 VOLUNTEERS SPENT 17,649 HOURS PROVIDING SERVICES AT THE ROAD HOME, HELPING TO SAVE THE AGENCY \$303,563!

### **DONATIONS**

from the community through in-kind donations. In-kind donations can include community for their on-going support.

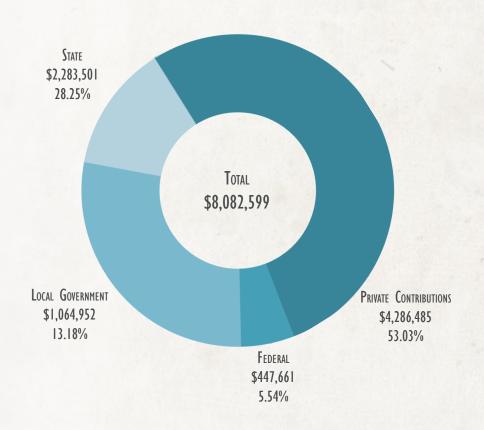
The Road Home receives generous support toiletries, blankets, clothing, and more. The Road Home is extremely grateful to the

The average number of clients housed by our various housing programs is roughly equivalent to the number of individuals residing at the emergency shelter on a daily basis.

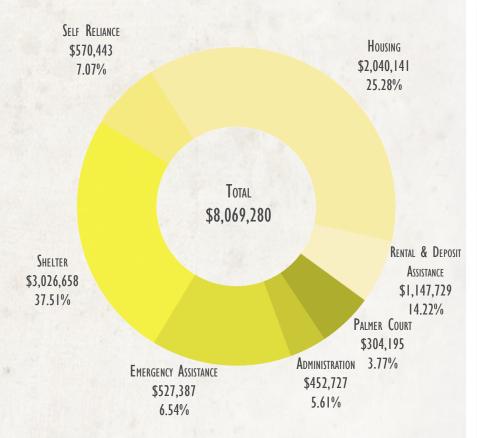


# FINANCIAL SUMMARY

### REVENUE



### **EXPENSES**



# THE ROAD HOME ONLINE

The Road Home is proudly rated as a Four Star Charity by Charity Navigator, America's premier independent charity evaluator.

Charity Navigator works to advance a more efficient and responsive philanthropic marketplace by evaluating the financial health and transparency of over 5,400 of America's largest charities.

- The Road Home ranks as the 4th Best Homeless Services provider in the nation out of the 183 homeless charities rated by Charity Navigator.
- The Road Home has reduced the percentage of funds spent on administrative expenses and fundraising each of the past three years.

View our Charity Navigator rating at www.charitynavigator.org

We are also proud to partner with Great Non-profits, the leading developer of tools that allow people to find, review, and share information about great non-profits. When volunteers, donors, and supporters have direct experience with a charitable organization, Great Nonprofits makes it easier for them to share that knowledge so that other people can discover that group as well.

Read reviews of The Road Home at www.greatnonprofits.org

Additional information about financial reports, programs & services, volunteer opportunities, and ways to help The Road Home can be found at

www.theroadhome.org

GREAT\*Nonprofits







# HOME FOR EVERYONE SOCIETY

The Home for Everyone Society is comprised of individuals and organizations that recognize and embody the mission of The Road Home and its quest to end homelessness. Members of the Home for Everyone Society have made generous lifetime gifts of resources and time. Members of the Home for Everyone Society enable The Road Home to meet the ever-increasing challenges facing those who are homeless and who seek housing as a means to stabilize their lives and move forward in the mainstream of society.

#### CORPORATE MEMBERS

SOCIETY BENEFACTOR

Donations of \$100,000 & Above

American Express Center for Community

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Fidelity Investments

Gerber Construction, Inc.

Huntsman Group, Jr.

Intermountain Health Care

Kennecott Minerals Company

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Daz Productions

**Energy Solutions** 

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JPMorgan Chase Foundation

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Zions First National Bank

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**Owest Communications** 

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Steel Encounters, Inc.

St. Mark's Hospital (HCA)

U.S. Bancorp Foundation

Thomasarts Inc.

Walker and Company Real Estate

Warner Truck Center

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DONATIONS OF \$100,000 & ABOVE

Bart and Liz Warner

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Drew Browning and Judy Brady
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Tamie and George Speciale
Kaye Terry
Don and Peggy Watkins
Barbara Jane Watkins
John and Kristine Wehmann

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Carolyn Tanner Irish

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David and Maun Alston
Kathryn Janet Anderson
Theodore and Lois Arnow
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Garold S. Yost, M.D.

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\$100,000 & ABOVE United Way of Salt Lake

\$75,000 to \$10,000

Riverton High School Van Boerum & Frank Associates Corporation of the Episcopal Church in Utah

#### \$5,000 to \$1,500

Network For Good St Ambrose Catholic Church St. James Episcopal Church U.A. Local 140 United Jewish Endowment Trust United Way of Central Indiana

#### \$1,500 to \$500

An AA Group
All Saints Episcopal Church
Clayton Middle School
Community Volunteers of Utah
Housing Authority of Salt Lake City
Mountain Springs Community Church
Petrous LLC
Rotary Club of Salt Lake
Saint Thomas More Church
Wasatch Hills Seventh-Day Adventist
Women's Council of Realtors - Salt Lake

#### **FOUNDATIONS**

\$150,000 & ABOVE George S. & Dolores Dore Eccles Foundation The Church of Jesus Christ of Latter-Day Saints Foundation

#### \$50,000 TO \$30,000

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Foundation
Daniels Fund
Katherine W. & E. R. Dumke, Jr.
Foundation
Simmons Family Foundation
The Sorenson Legacy Foundation
Stephen G. and Susan E. Denkers
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#### \$25,000 to \$10,000

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The Edward L. and Bessie Boyce
Gillmor Foundation
FHC Foundation
Harris H. and Amanda P. Simmons
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The Jeffrey & Helen Cardon Foundation
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R. Harold Burton Foundation
Richard K. & Shirley S. Hemingway
Foundation
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Utah Families Foundation

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Ashton Family Foundation
B.W. Bastian Foundation
Castle Foundation
Fredrick H. Barth Foundation
JEPS Foundation

John and Dora Lang Foundation
John & Helen Jarman Family
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King Family Foundation
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Schneider Electric/Square D. Foundation
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Thomas A. and Lucille B. Horne
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Church of Jesus Christ of Latter Day
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#### \$1,500 to \$500

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Nvidia Foundation
Regence Employee Giving Campaign
Robert S. Carter Foundation Inc.
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\$35,000 & ABOVE
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Discover Financial Services
O.C. Tanner
Wells Fargo Bank - Community
Development and Relations

#### \$30,000 TO \$10,000

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DEE NORTON
IT Director
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801-819-7338

LESLIE RUSSELL
Director of Human Resources and Grants
Management
Irussell@theroadhome.org
801-819-7346

Karen Grenko Property Manager Palmer Court 801-505-7612 kgrenko@theroadhome.org

### **DONATIONS**

We are always in need of:

**Blankets** 

Bedding (especially twin size)

Personal hygiene items

Socks and clothing (new & gently used)

Seasonal and urgently needed items are listed on our website at: www.theroadhome.org

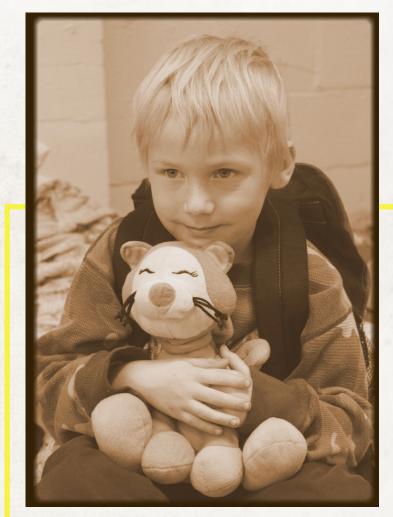
Donations can be brought to our main shelter seven days a week between 7:00 am & 7:00 pm.

The Road Home - Main Shelter 210 Rio Grande St. Salt Lake City, UT 84101

If you have questions about in-kind or monetary donations, please contact our Development Office at:

801-819-7296

donations @ theroadhome.org



To schedule a tour of The Road Home, please contact our Development office at 801-819-7298

### **V**OLUNTEER

The Road Home has a variety of on-going or one time volunteer opportunities.

To learn more about becoming a volunteer please contact:
Ashley Farmer - Volunteer Coordinator
801-819-7298
afarmer @ theroadhome.org

### IN NEED OF SHELTER OR SERVICES

If someone is in need of shelter or services, please have them contact The Road Home at 801-359-4142 or visit us at:

210 Rio Grande St.
Salt Lake City, UT 84101

### THE ROAD HOME



www.theroadhome.org 801-359-4142